

# **Feedback**

What is “Feedback” to you?

# Feedback Is...

Information About Past Behavior, Delivered In The Present, That May Influence Future Behavior

Feedback is a way of making a person aware of a behavior you see and how that behavior is affecting you.

# Types of Feedback

Supportive Feedback - reinforces what is going well for you regarding performance or in your relationships with people.

Corrective Feedback – addresses what is not going well for you and assists in gaining an understanding, resolution of, or change regarding performance or your relationships with others.

**Feedback labeled as “*Constructive*” or “*Unconstructive*”; “*Positive*” or “*Negative*”; “*Good*” or “*Bad*” rests solely in the eyes of the beholder.**

P. O. P.

- Be Descriptive, Not Evaluative.
- Be Specific, Not General
- Directed Towards A Behavior That The Person Can Do Something About
- Ask For Understanding
- Well-timed
- Don't Bombard Or Overwhelm
- Asked For Is More Useful And Accepted Than That Which Is Imposed
- Receiver Can Check It Out With Others
- Direct It To; Not About
- Own It By Saying "I" Not "We"

# Benefits of Providing Feedback

Giving feedback to people at all levels in your organization can result in a number of benefits:

- It can help to relieve the tension.
- It helps others understand expectations.
- It can help improve performance.
- It raises awareness.
- It improves relationships and team work.
- It establishes an open, trusting, and collaborative climate.

# Providing Feedback

## ***“Giving”***

- It is a gift.
- Withholding is often due to fear.
- Withholding fails to nourish the relationship and disempowers the receiver.
- Beware of criticism being disguised as feedback.
- Criticism is often due to defensiveness on the part of the giver.
- Defensiveness impacts on communications, relationships, the team, and mission accomplishment.

# “I” Message

- Describe the specific behavior
- Describe the tangible effect that behavior has on you or the organization
- Describe how you feel **(not think)** in feeling terminology.



# Tips For Responding to Feedback

## ***“Receiving”***

- Focus on self as the receiver
- Be aware of myself, my defenses, and filters
- Check my listening
- View feedback as an opportunity
- Seek feedback
- Be flexible and open to change

## Bottom Line

FEEDBACK does not focus on the task or is not a critique. Feedback is the gift of perception that you share with another person because you care about them, the relationship or the organization.

# “I” Message

- Describe the specific behavior
- Describe the tangible effect that behavior has on you or the organization
- Describe how you feel **(not think)** in feeling terminology.

# Practice

## “I” Message

- Describe the specific behavior
- Describe the tangible effect that behavior has on you or the organization
- Describe how you feel **(not think)** in feeling terminology.

# Questions